

# Ethical guidelines for digital support

The ethical guidelines for digital support present the obligations concerning the provider and the recipient of digital support. The objective of these guidelines is to promote safe and high-quality digital support which is carried out in mutual understanding of both parties.

## What is digital support?

Digital support provides support for e-services and the use of services and equipment. It helps customers use equipment and electronic services independently and safely.

Digital support is provided as face-to-face support, remote support and training. The content of digital support may vary. It can be, for example, guidance on e-services, installing apps, or providing advice on how to deploy apps and services. Each organisation should define what types of digital support it offers.

### **Remote support:**

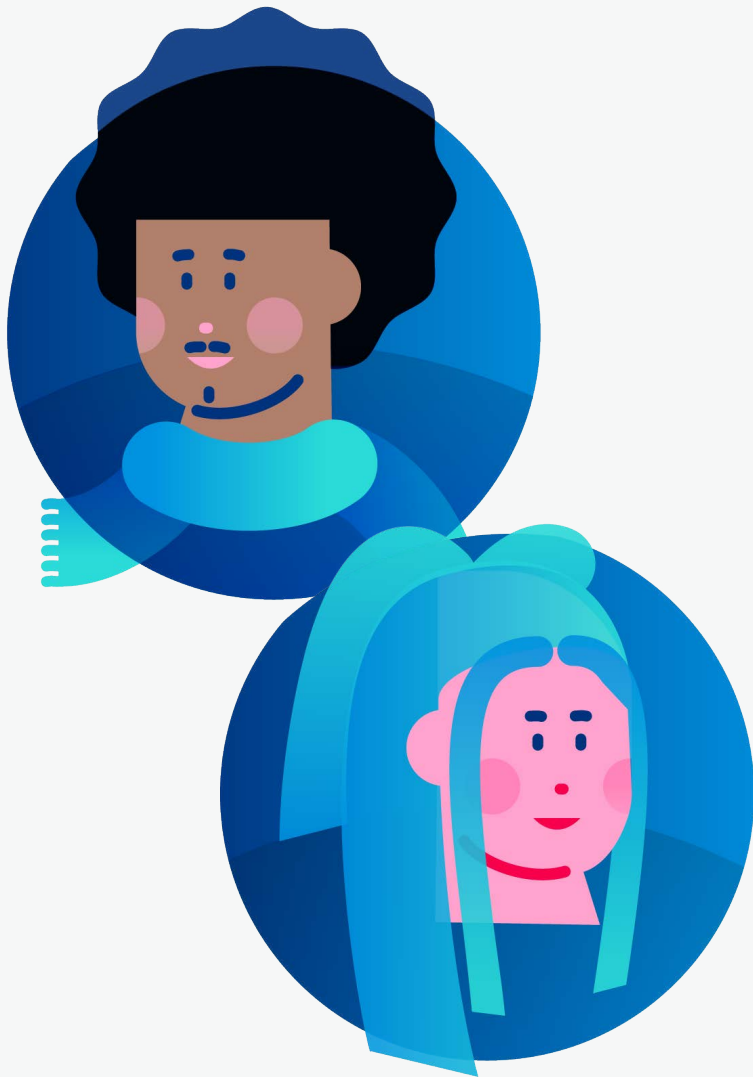
a chat, telephone or video assistance

### **Face-to-face support:**

service points, peer support and support at home

### **Training:**

online training, adult education centres, courses



## User support for official services

Under the Administrative Procedure Act, public authorities have an obligation to provide guidance for the use of their services. The contact details for help and guidance must be available in connection with each service provided by the authorities.

### Public Service Info

Public Service Info also provides support for the use of official services by directing customers to the right services.

[kansalaisneuvonta.fi](https://kansalaisneuvonta.fi)

tel. +358 295 000



## Digital skills are for everyone

Digital skills are today's civic skills, required in taking care of daily matters and engaging in society.

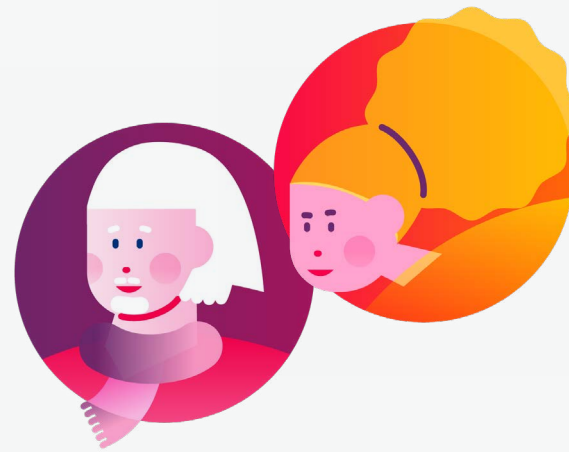
Everyone must have the opportunity to use digital devices and services in their daily routines in the manner best suited for them.

Each of us sometimes needs digital support so that we can build our own digital everyday life. You can develop your own digital skills with your next of kin, third-sector operators or commercial operators.



# What do I do as a digital support provider?

- I help customers to use e-services and electronic devices.
- My goal is for the customer to be able to use the equipment independently in the future.
- I encourage customers to use the service themselves in the guidance situation.



## I understand my limits

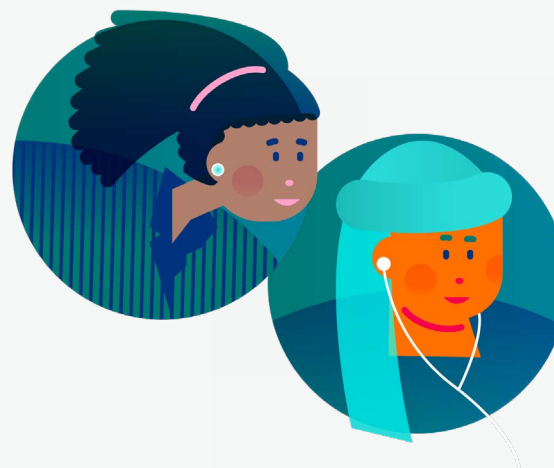
- I do not need to know everything myself. A situation in which digital support is provided is a good opportunity to learn together. I know the limits of my knowledge and skills and direct the customer to other providers of digital support if necessary.
- I will not accept the customer's passwords or means of strong identification, such as online banking IDs, or manage the customer's personal matters on behalf of the customer.
- I will not use remote control when advising the customer how to use services that require strong identification. After the login phase, screen sharing can be used in guidance, if this has been clearly agreed with the customer.

## This is how I help?

- I help the customer in a friendly, calm and encouraging manner.
- I pay attention to the customer's skill level and make sure that my guidance is clear and the terms I use are comprehensible.
- As we proceed, I make sure that the customer knows what is happening.
- I help the customer discreetly and confidentially in situations in which I see their personal information.
- I comply with the secrecy obligation and do not disclose to anyone matters that have come to my knowledge or documents that I have seen.

## What do I do as a recipient of digital support?

- Using digital support, I learned how to use devices and e-services independently and safely.
- My goal is to be able to use services on my own or with lighter support in the future.
- In a guidance situation, I take the measures myself to learn and develop my own skills.



### I understand my responsibilities

- I sign into services that require strong identification myself.
- If I need support in using the service, I understand that the support person may see my personal information.
- I am always responsible for my own device and the software in it myself.

### This is how I accept help?

- I understand that the support person will not be able to help me in all problem situations.
- The authorities have a statutory obligation to offer guidance in the use of their own services. Other service providers also provide guidance to their customers.
- Public Service Info also provides support for the use of official services by directing me to the right service.

## Also remember these

**1.** In Finland, the e-services of public administration organisations mainly require strong identification. Strong identification can be used to verify the user's identity.

- The means of identification include online banking IDs, mobile certificate and certificate card.
- Customers always carry out strong electronic identification themselves.
- To provide guidance in using the service, the support person may need to see the customer's confidential or otherwise sensitive personal data.
- If the customer has understood the situation and given permission to see their personal data, guidance can continue.

**2.** Digital support does not give an opinion on the content of the e-services (e.g. applying for aids, handling money). The party responsible for these matters is the customer service of the service provider in question. The support person will direct the customer to them.

**3.** Customers whose legal capacity is diminished (e.g. state of health, intoxication) when they need digital support should be directed to the customer service of the service provider in question.

**4.** It is important to make sure that minors understand their rights and the risks related to the handling of personal data. (More information on the subject: [Lapsi verkossa -julkaisussa](#))

**5.** Digital support provided remotely is a developing form of digital support. It requires a new type of competence from digital support providers, developers and recipients alike.

- Remote control and screen sharing are two different ways of providing and receiving remote support.
- According to Finance Finland's recommendation, guidance for services in the financial sector should not be provided using remote control software and the person providing the guidance should not see any part of the customer's login process. Remember that there are a large number of scams imitating remote support. Provide and receive digital support securely.



*The Member of the Digital Support Network badge indicates that the organisation offers or develops*

*digital support and has committed itself to complying with the ethical guidelines for digital support. Read more and download the badge from [dvv.fi/en/digital-support](https://dvv.fi/en/digital-support)*